GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:2922
ANSWERED ON:03.08.2016
Violation of Call Billing Norms
Tripathi Shri Sharad

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether telecom tariff of public sector telecommunication companies are more competitive than private sector telecommunication companies:

(b) if so, the details thereof;

(c) whether private telecommunication companies in contravention of Telecom Regulatory Authority of India (TRAI) guidelines calculate the call period with the call ring for billing; and

(d) if so, the details thereof and the action taken by the Government against telecom operators violating the directives of TRAI, operator-wise?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) & (b) As per the existing tariff framework, tariff for telecommunication access service is under forbearance except for National Roaming. Public and private sector telecom companies offer tariff as a bouquet consisting of various component like local calls, STD, ISD, onnet/offnet calls, processing free, free minutes/data, usage restrictions, monthly charges, etc. Whether a particular set of tariff is competitive, would largely depend on the requirement of the class of subscribers availing the offer. All the public and private sector telecom companies are offering various competitive tariff schemes targeted at different class of subscribers. Further, with regards to public sector telecommunication companies, BSNL reviews its tariff from time to time on the basis of needs of customers, prevailing market conditions and TRAI guidelines and the tariff offered by BSNL is competitive with respect to Private Sector Telecom Companies. BSNL has launched free incoming voice call facility while on National Roaming for its mobile customers. For its landline customers across the country, BSNL has introduced free night calling (Local/STD) between 9.00PM to 7.00 AM. BSNL is also offering minimum 2MBPS speed to its wireline broadband customers across the country with no extra charges. As far as MTNL is concerned it is submitted that MTNL tariff plans are affordable & cater to the need of subscribers belonging to various strata of the society.

(c) & (d) TRAI has prescribed the standards for metering and billing through the quality of Service (Code of Practice for Metering and Billing Accuracy) Regulations, 2006 dated 21st March 2006. These regulations contain a Code of Practice for Metering and Billing Accuracy, which every service provider has to comply with. This code provides that the recorded duration of call shall be within +/- 1 second. The regulations provide for Audit of the Metering and Billing system of the service providers by the service provider every year through any one of the auditor from the panel notified by TRAI, submission of audit reports thereon to TRAI by 31st July and Action Taken Report by 15th November every year. One of the items for audit is checking the accuracy of metering i.e. duration of the call. The call starts from the time of answering by the called party and ends with release of the call by either party. As per the audit reports for the year 2014-15, received by TRAI, the metering is within the specified limit. TRAI has also checked the metering of some of the service providers through its officers and it was observed that the metering is within the accuracy limit as per the Code of Practice for metering & billing accuracy.

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